

## 160 - Office of Insurance Commissioner

### A001 Agency Administration

**Statewide Result Area:** Improve the economic vitality of businesses and individuals

**Statewide Strategy:** Provide consumer protection

#### Expected Results

To provide executive and administrative services in support of the agency's mission in a professional, qualitative, and responsive manner which emphasizes efficiency and cost-effectiveness.

### A006 Monitoring Insurance Company Solvency

**Statewide Result Area:** Improve the economic vitality of businesses and individuals

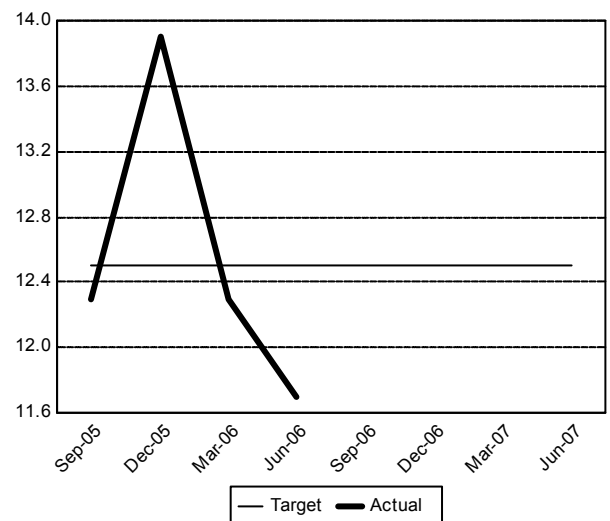
**Statewide Strategy:** Provide consumer protection

#### Expected Results

In addition to the financial and market conduct examinations completed, the Company Supervision staff also completes 540 detailed desk examinations of quarterly, annual, and supplemental financial statements, and reviews 96 monthly statements filed by domestic insurers; reviews cursory quarterly review of statements filed by almost 1,400 foreign insurers; and reviews intermediate quarterly statements filed by 270 financially distressed foreign insurers. This activity also contributes to the recovery for consumers measure listed with the Investigations and Enforcement activity.

Percentage of the biennial examination plan completed in order to maintain the 5-year cycle of domestic insurers.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	12.5%		
	7th Qtr	12.5%		
	6th Qtr	12.5%		
	5th Qtr	12.5%		
	4th Qtr	12.5%	11.7%	(0.8)%
	3rd Qtr	12.5%	12.3%	(0.2)%
	2nd Qtr	12.5%	13.9%	1.4%
	1st Qtr	12.5%	12.3%	(0.2)%

Date Measured: 6/30/2006



### A005 Investigations and Enforcement

**Statewide Result Area:** Improve the economic vitality of businesses and individuals

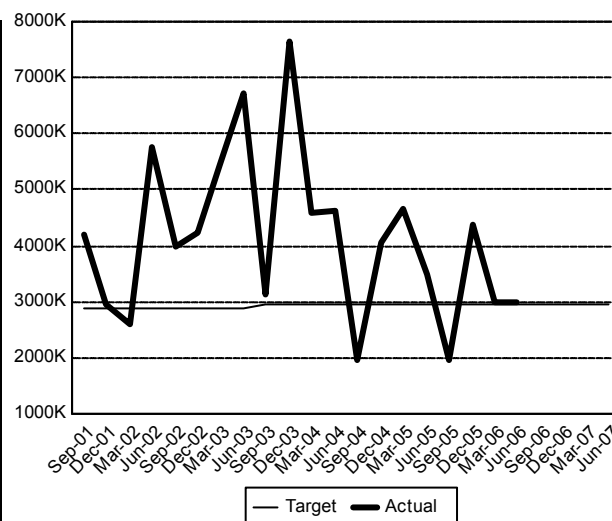
As of 7/31/2006

Activity Version: 2E - Agency recast for 06 supplemental

**Statewide Strategy: Provide consumer protection****Expected Results**

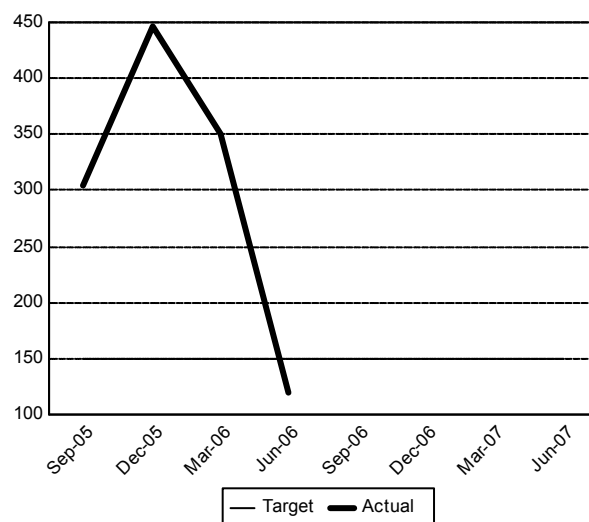
Amount recovered for consumers as a result of the Office of Insurance Commissioner's intervention.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	\$2,950,000		
	7th Qtr	\$2,950,000		
	6th Qtr	\$2,950,000		
	5th Qtr	\$2,950,000		
	4th Qtr	\$2,950,000	\$2,999,676	\$49,676
	3rd Qtr	\$2,950,000	\$3,005,370	\$55,370
	2nd Qtr	\$2,950,000	\$4,372,107	\$1,422,107
	1st Qtr	\$2,950,000	\$1,963,574	\$(986,426)
2003-05	8th Qtr	\$2,941,750	\$3,496,707	\$554,957
	7th Qtr	\$2,941,750	\$4,657,261	\$1,715,511
	6th Qtr	\$2,941,750	\$4,045,784	\$1,104,034
	5th Qtr	\$2,941,750	\$1,946,208	\$(995,542)
	4th Qtr	\$2,941,750	\$4,615,963	\$1,674,213
	3rd Qtr	\$2,941,750	\$4,594,734	\$1,652,984
	2nd Qtr	\$2,941,750	\$7,639,718	\$4,697,968
	1st Qtr	\$2,941,750	\$3,125,267	\$183,517

Date Measured: 6/30/2006



Number of investigations and financial examinations of insurance agents and brokers completed.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	150		
	7th Qtr	150		
	6th Qtr	150		
	5th Qtr	150		
	4th Qtr	150	119	(31)
	3rd Qtr	150	351	201
	2nd Qtr	150	446	296
	1st Qtr	150	305	155

Date Measured: 6/30/2006

**A003 Consumer Information and Advocacy****Statewide Result Area: Improve the economic vitality of businesses and individuals**

As of 7/31/2006

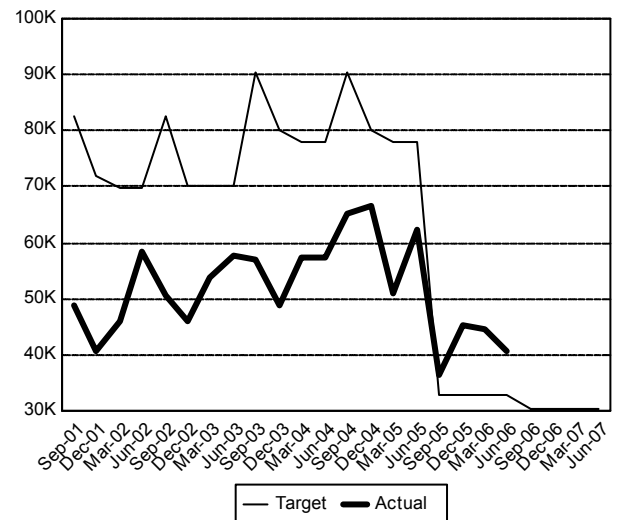
Activity Version: 2E - Agency recast for 06 supplemental

**Statewide Strategy: Provide consumer protection****Expected Results**

This activity also contributes to the recovery for consumers measure listed with the Investigations and Enforcement activity.

Number of insurance consumer inquiries received and answered by the Office of the Insurance Commissioner				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	30,500		
	7th Qtr	30,500		
	6th Qtr	30,500		
	5th Qtr	30,500		
	4th Qtr	32,963	40,749	7,786
	3rd Qtr	32,963	44,408	11,445
	2nd Qtr	32,963	45,334	12,371
	1st Qtr	32,963	36,407	3,444
2003-05	8th Qtr	78,050	62,389	(15,661)
	7th Qtr	78,050	50,885	(27,165)
	6th Qtr	80,050	66,764	(13,286)
	5th Qtr	90,550	65,161	(25,389)
	4th Qtr	78,050	57,404	(20,646)
	3rd Qtr	78,050	57,313	(20,737)
	2nd Qtr	80,050	48,871	(31,179)
	1st Qtr	90,550	57,050	(33,500)

Date Measured: 6/30/2006

**A004 Health Insurance Benefit Advisors****Statewide Result Area: Improve the health of Washingtonians****Statewide Strategy: Provide consumer protection****Expected Results**

SHIBA HelpLine staff and volunteers receive and answer over 100,000 inquiries per year targeting low-income populations that are least likely to approach the OIC directly. This activity also contributes to the consumer inquiries measure listed with the Consumer Information and Advocacy activity.

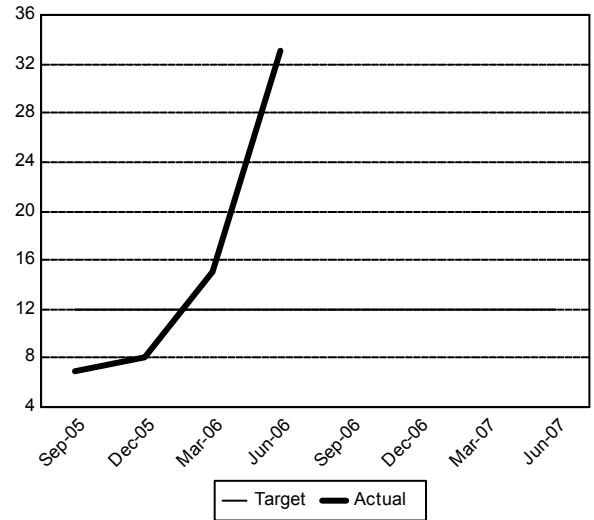
**A007 Policy and Enforcement****Statewide Result Area: Improve the economic vitality of businesses and individuals****Statewide Strategy: Provide consumer protection****Expected Results**

As of 7/31/2006

Activity Version: 2E - Agency recast for 06 supplemental

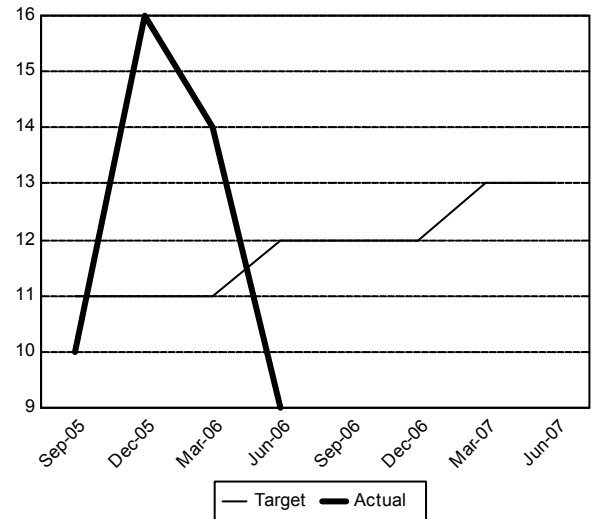
Number of enforcement actions and compliance plans issued against authorized insurers.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	12		
	7th Qtr	12		
	6th Qtr	12		
	5th Qtr	12		
	4th Qtr	12	33	21
	3rd Qtr	12	15	3
	2nd Qtr	12	8	(4)
	1st Qtr	12	7	(5)

Date Measured: 6/30/2006



Number of investigations of suspected illegal insurance entities completed.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	13		
	7th Qtr	13		
	6th Qtr	12		
	5th Qtr	12		
	4th Qtr	12	9	(3)
	3rd Qtr	11	14	3
	2nd Qtr	11	16	5
	1st Qtr	11	10	(1)

Date Measured: 6/30/2006



## A002 Agents and Brokers Licensing and Education

**Statewide Result Area:** Improve the economic vitality of businesses and individuals

**Statewide Strategy:** Provide consumer protection

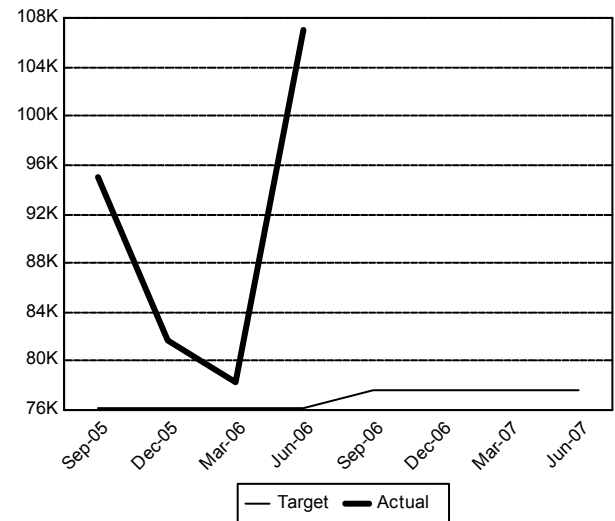
### Expected Results

As of 7/31/2006

Activity Version: 2E - Agency recast for 06 supplemental

Number of licenses and appointments issued for insurance agents and brokers licenses.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	77,628		
	7th Qtr	77,628		
	6th Qtr	77,628		
	5th Qtr	77,628		
	4th Qtr	76,106	106,986	30,880
	3rd Qtr	76,106	78,315	2,209
	2nd Qtr	76,106	81,680	5,574
	1st Qtr	76,106	95,084	18,978

Date Measured: 6/30/2006



## A008 Regulation of Insurance Rates and Forms

**Statewide Result Area:** Improve the economic vitality of businesses and individuals

**Statewide Strategy:** Provide consumer protection

### Expected Results

Rates and Forms staff reviews approximately 8,500 rate filings and 10,000 form filings per year.

Average number of days required to finalize the filing review process for insurance rate and form filings.				
Biennium	Period	Target	Actual	Variance
2005-07	8th Qtr	30		
	7th Qtr	30		
	6th Qtr	30		
	5th Qtr	30		
	4th Qtr	30	27.3	(2.7)
	3rd Qtr	30	30	0
	2nd Qtr	30	30.8	0.8
	1st Qtr	30	30.03	0.03

Date Measured: 6/30/2006

